

**Amendments to the Specification**

**Replace paragraph [004], spanning pages 2 and 3, with the following substitute paragraph:**

-- [004] There are known techniques by which control data are transferable to a remote computer so that control parameters can be observed and modified by a so-called tele-service. A disadvantage of the known systems is that the user continues to play an integral role in the diagnosis and maintenance of the automated machine. This is problematic because [.] the user is not, as a rule, sufficiently trained in automation technology that he/she can readily implement the instructions of the service personnel. Thus, it does not matter [matters-not] that the service personnel at the remote location is better informed, [when] if the user at the automated device location is unable to utilize or follow the serviceman's instruction to correct the problem or diagnosis [a] the situation. --

**Replace paragraph [016], page 4, lines 25 and 26, with the following substitute paragraph:**

-- [016] Fig. 5 is a schematic [schematic] diagram of a service system with multiple service personnel; and --